

Jason Gwon

Columbus, OH (Willing to relocate) | jasangwon.official@gmail.com | (650) 304-8765 | linkedin.com/in/jasangwon
www.jasangwon.com/main

EDUCATION

Bachelor of Science in Computer Science

College of Science and Engineering, University of Minnesota - Twin Cities

2024
Minneapolis, MN

EXPERIENCE

IT MFG System Specialist I

L-H Battery Company, Inc. (LG Energy Solution - Honda)

January 2025 – Present
Jeffersonville, OH

- Administered and optimized the Manufacturing Execution Software (MES), collaborating with Production, Quality, and Engineering teams during software release cycles to streamline processes, improve deployment times, and enhance system performance
- Diagnosed and resolved complex issues in Microsoft Operating Systems and L-H Battery products, enhancing troubleshooting efficiency through meticulous documentation
- Spearheaded exceptional customer support as the primary contact for system-related inquiries, consistently adhering to service level agreements (SLA) and providing solutions for MES-related issues

IT Support Specialist

University of Minnesota Office of Information Technology

April 2024 – December 2024
Minneapolis, MN

- Collaborated with specialized teams to troubleshoot and resolve a variety of technology-related issues for University of Minnesota customers via phone, chat, and email, achieved a 96% customer satisfaction rate
- Created and managed tickets in TeamDynamix to track, prioritize, and resolve customer issues efficiently, ensuring timely responses and reducing resolution time
- Utilized a range of technologies including TeamDynamix, Citrix Workspace, BeyondTrust, Webex, WhenToWork, Slack, Jamf, MS Active Directory, and Zoom to proficiently resolve technology issues, enhancing customer satisfaction

Software Engineer Intern

GenXCapital

December 2023 – April 2024
Birmingham, UK (Remote)

- Spearheaded the development, maintenance, and user interface design of the company website, ensuring an exceptional user experience and effective communication of services, leading to a 65% increase in online engagement
- Orchestrated the development of a statistical arbitrage software using Natural Language Processing, significantly enhancing market signal identification, equity research, FX trading, asset management, and risk assessment, which resulted in a 10% profit from the initial investment
- Collaborated closely with data analysts and business analysts to leverage insights from multiple data sources, optimizing trading strategies and enhancing market competitiveness

MIMS Specialist / Military Interpreter

Republic of Korea Marine Corps

January 2022 – July 2023
Incheon, Republic of Korea

- Administered technical support requests and initiated supplier-conducted inspections for the Military Intelligence Management System (MIMS), proactively diagnosing and resolving issues to achieve 99% operational uptime
- Classified and analyzed military intelligence for the Northwest Islands Defense Command and naval fleets, enhancing operational effectiveness through precise intelligence management
- Interpreted and translated classified intelligence between U.S. and ROK Marine Corps intelligence cells, facilitating accurate communication of strategic plans to senior officers, which contributed to the successful execution of a combined exercise

SKILLS

Programming Languages: Java, C, C++, C#, Python, OCaml, HTML, CSS, JavaScript, TypeScript, SQL, R, Assembly, OpenGL (Shading Language)

Frameworks/Tools: Node.js, Express.js, Figma, PUG, GitHub, .NET, MySQL, Visual Studio, Jamf, TeamDynamix, Microsoft Office, MS Active Directory, Microsoft Operating Systems

Languages: English, Korean